

## **ABSTRACT**

### **The Effects of Government Management, Public Service Quality, and Implementation of Development Program on Social Welfare of Batam**

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Government administration is inseparable from the fundamental role of management that underlies every activity in the government. The significance of governmental management relates to the fact that the implementation of development programs, public services quality and other aspects of administration depend on how the governmental management is realized and implemented.

The present study is aimed at identifying the influence of governmental management, public services quality and implementation of development programs on the prosperity of people in Batam. Besides, the study is intended to find out the influence of governmental management on the implementation of development programs and public services quality and find out the influence of the implementation of development programs on public services quality. To achieve the aims, the study uses an analysis instrument called structural equation modelling (SEM).

The study found that of the three variables estimated to have some influence social welfare in Batam, the implementation of development programs has a significant role. This means that governmental management and public services quality have no direct influence on the social welfare in Batam. However, governmental management has a significant influence on the implementation of development programs and public services quality. This indicates that governmental management affects social through the implementation of development programs. That public services quality has no significant influence on social welfare can be understood since the public services quality in Batam is in fact still low. Therefore, it is necessary that public services quality in Batam is continuously improved.

**Key Word** : Good Government, Good Governance and integrated development to become better of Social Welfare in Batam City.